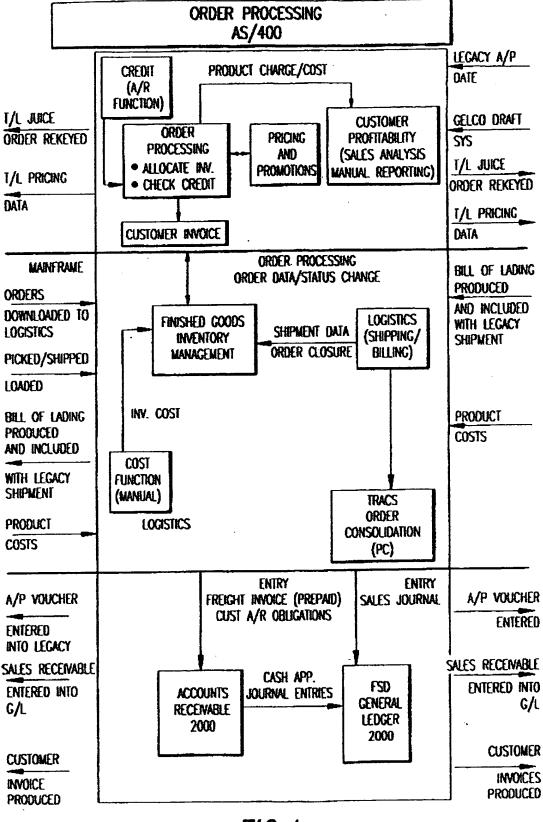


ť,

Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 1 of 42

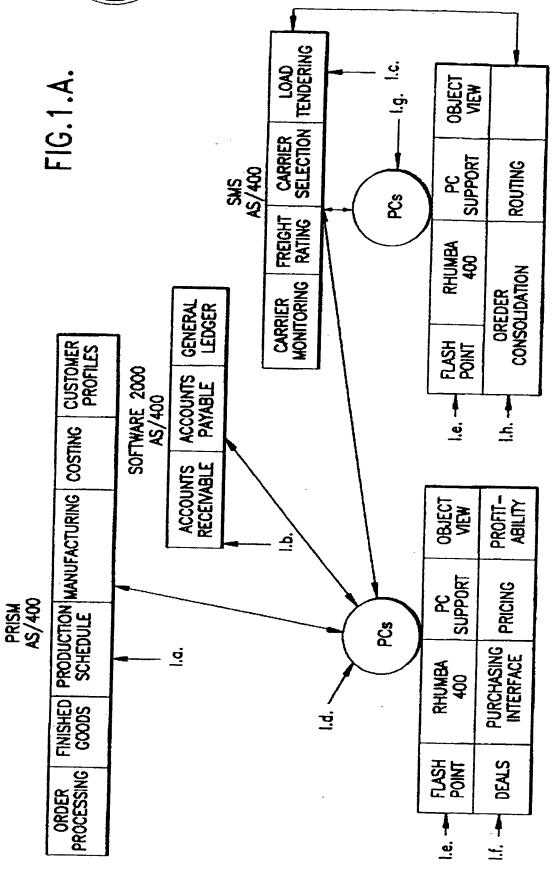




. .

(• 0

Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 2 of 42

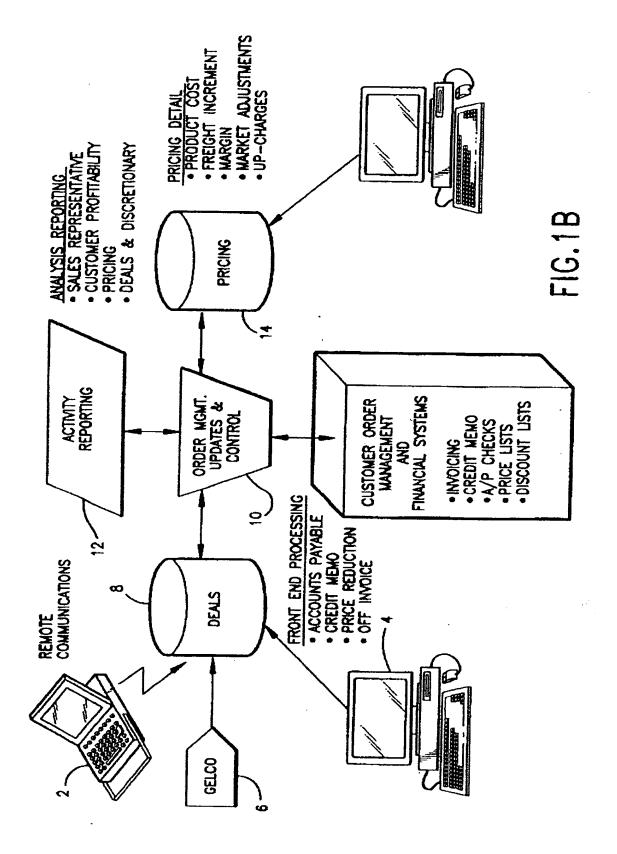


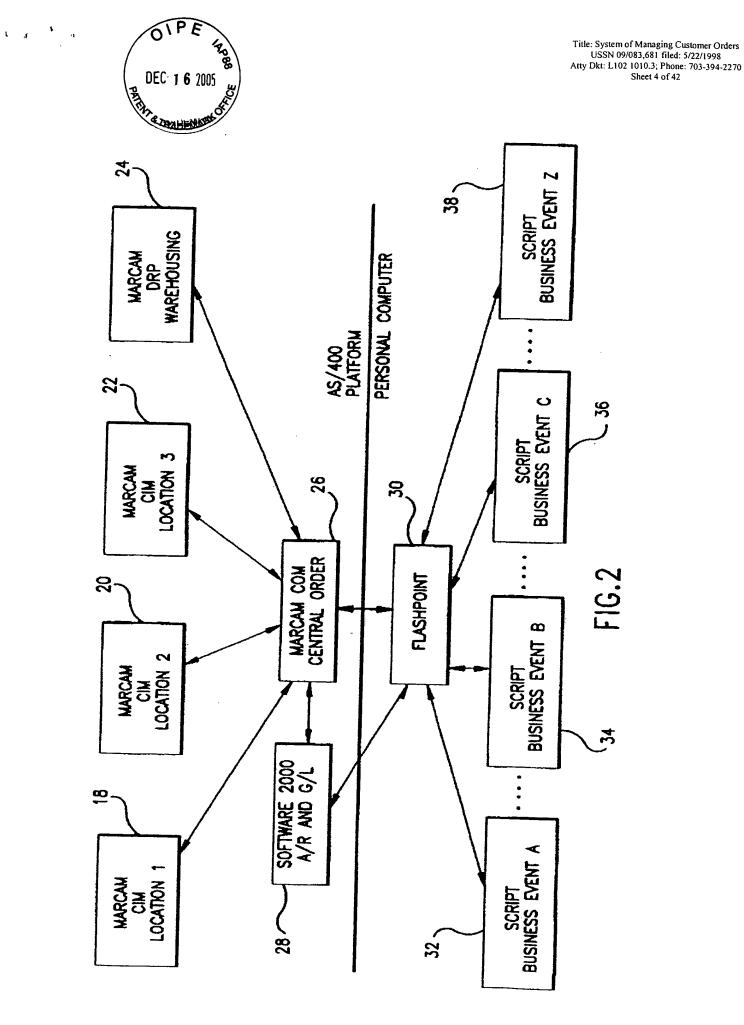


1

a)

Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 3 of 42



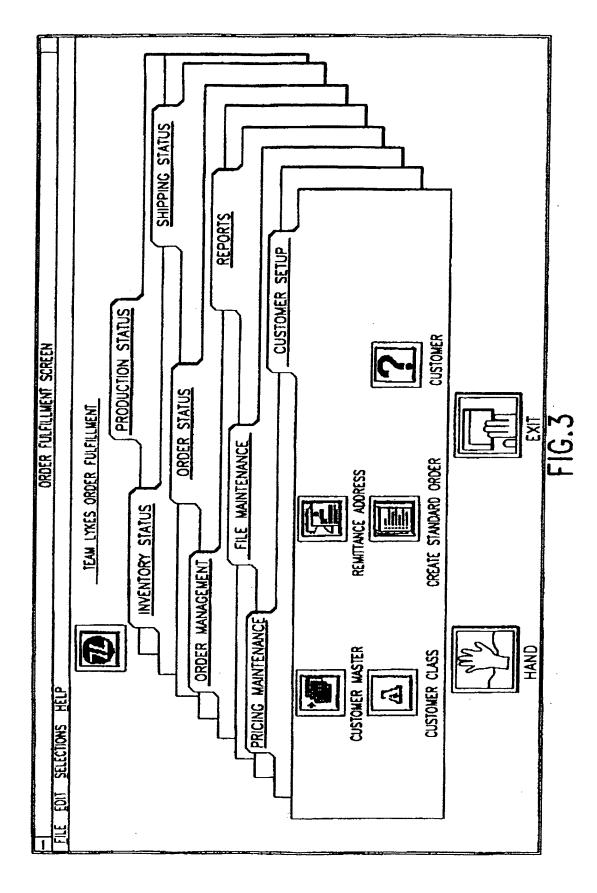


,



đ

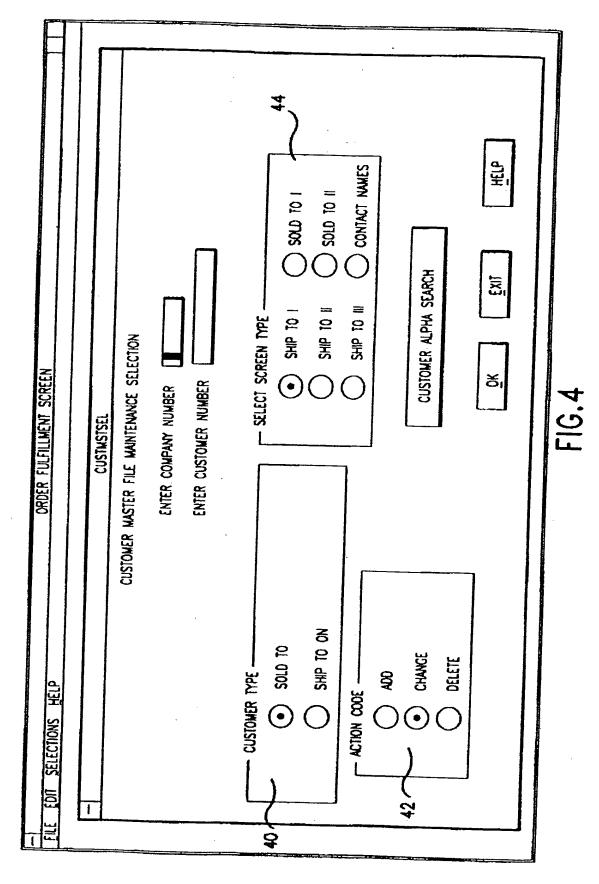
Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 5 of 42





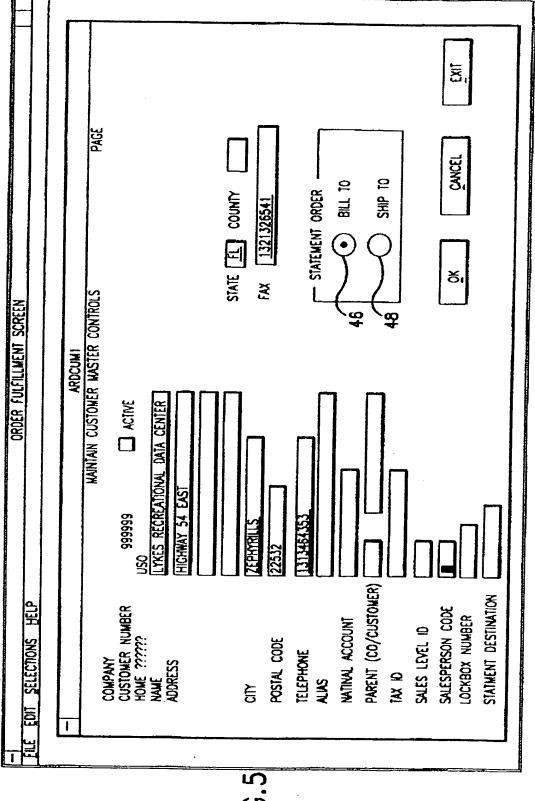
t t ai a

Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 6 of 42





Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 7 of 42



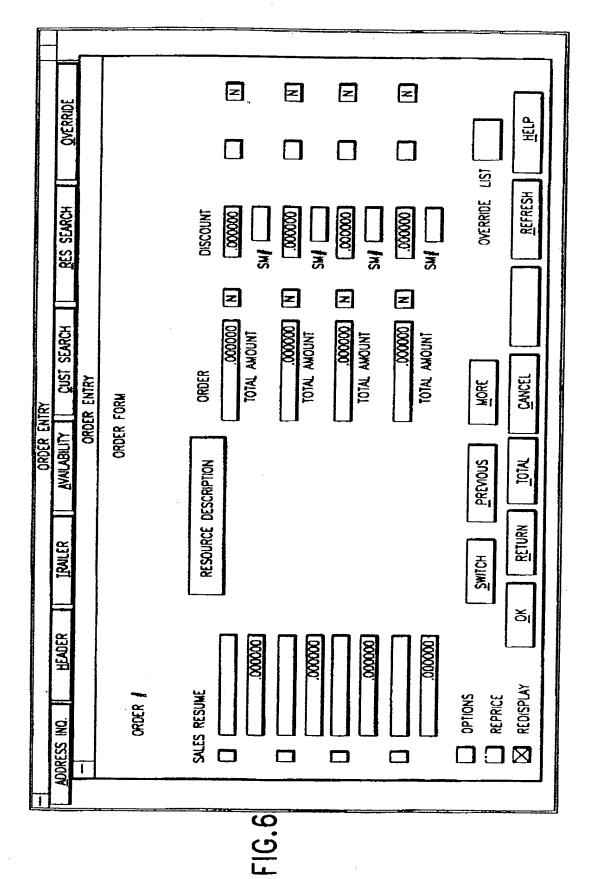


1

,

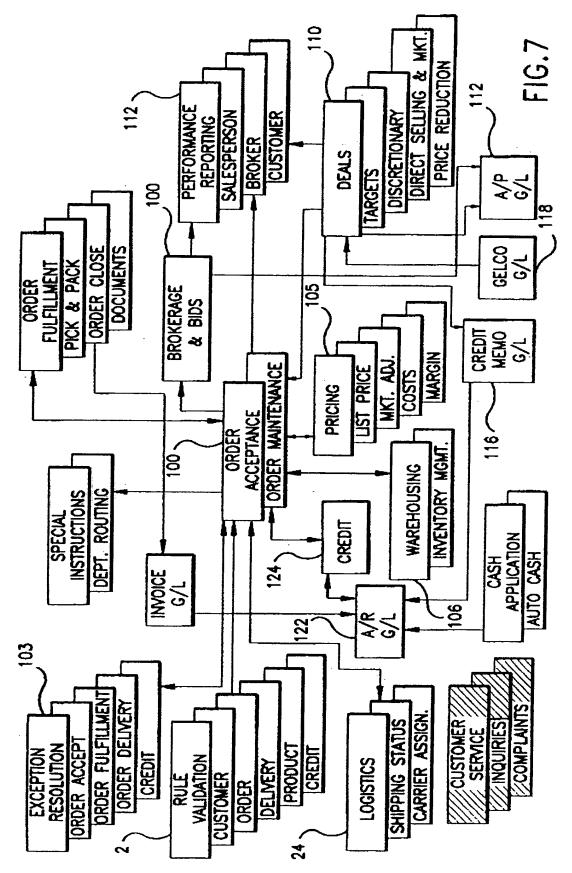
£ (f)

Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 8 of 42



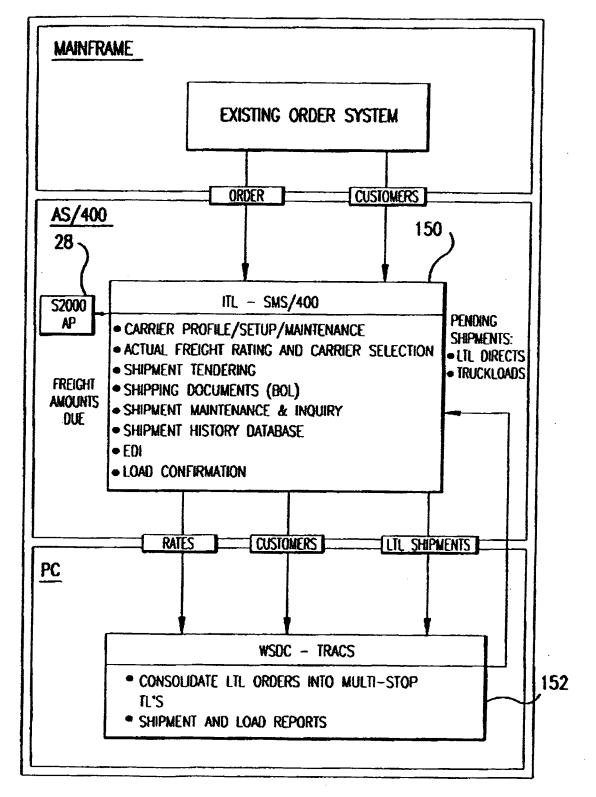


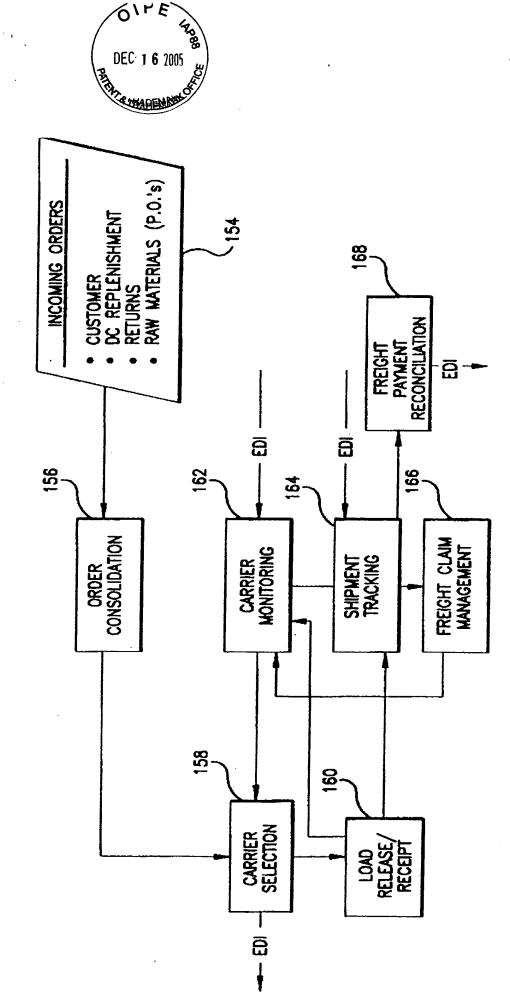
Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 9 of 42





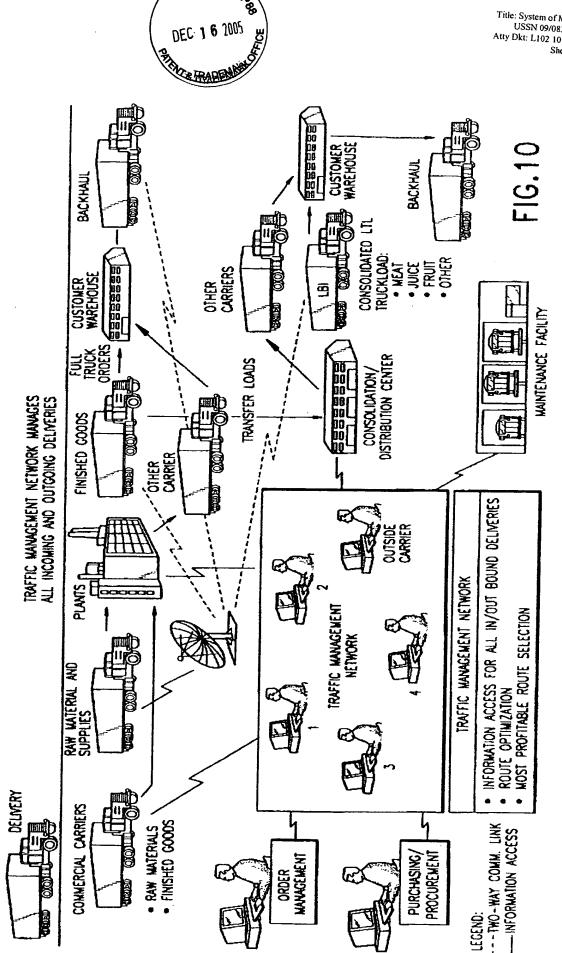
Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 10 of 42





æ

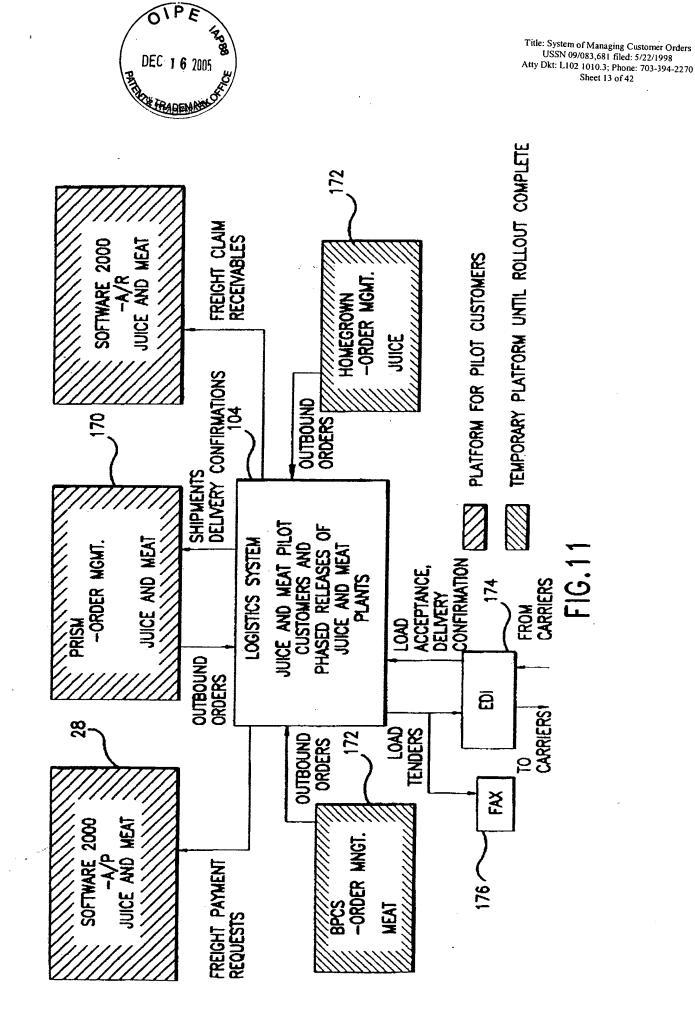
Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 11 of 42



614 = 12000

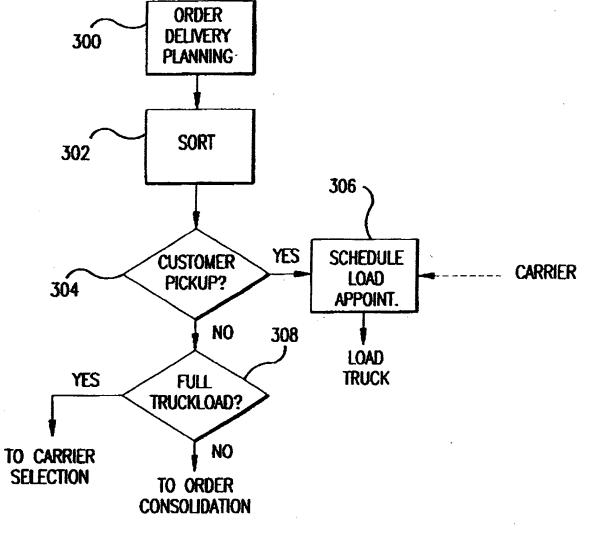
 \mathbf{r}^{*}

Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 12 of 42



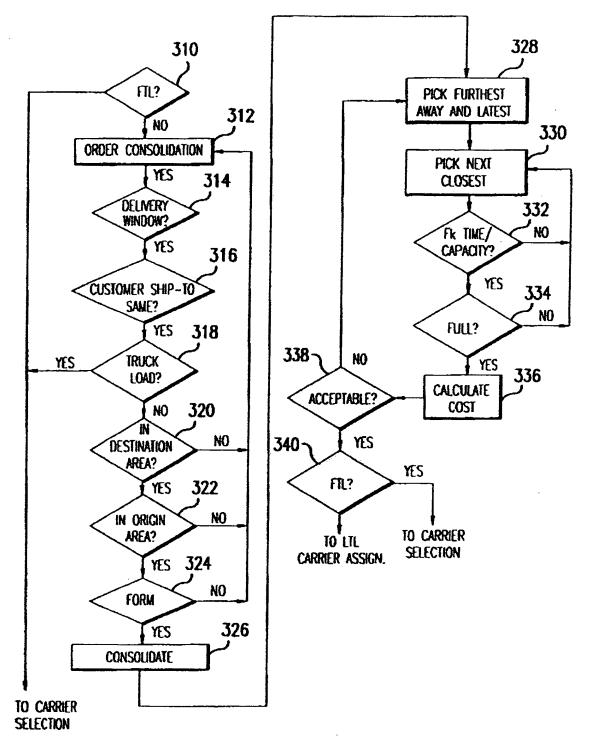


Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 14 of 42





Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 15 of 42

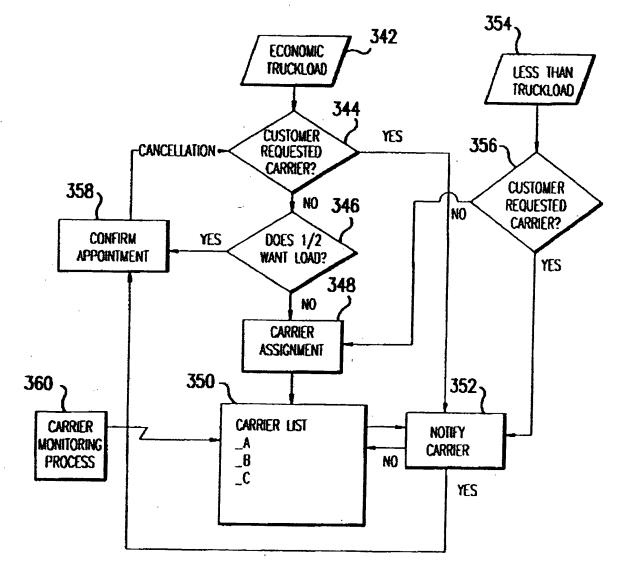




÷1

.

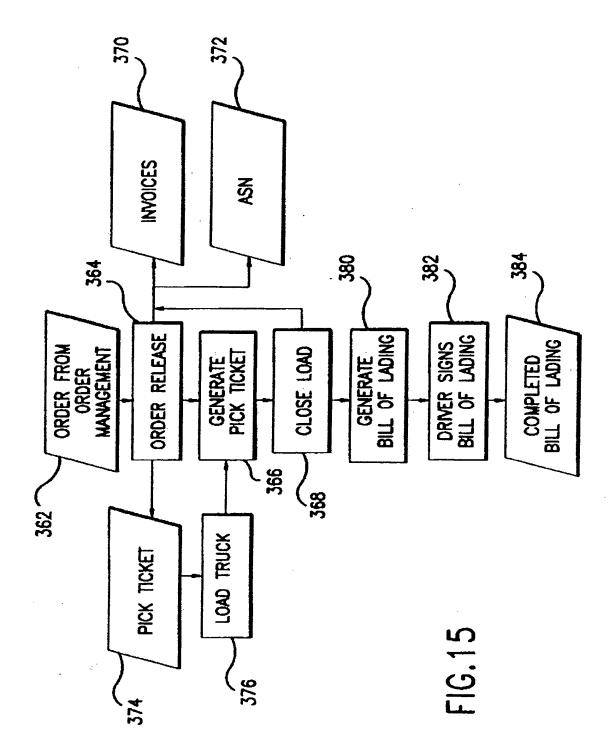
Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 16 of 42





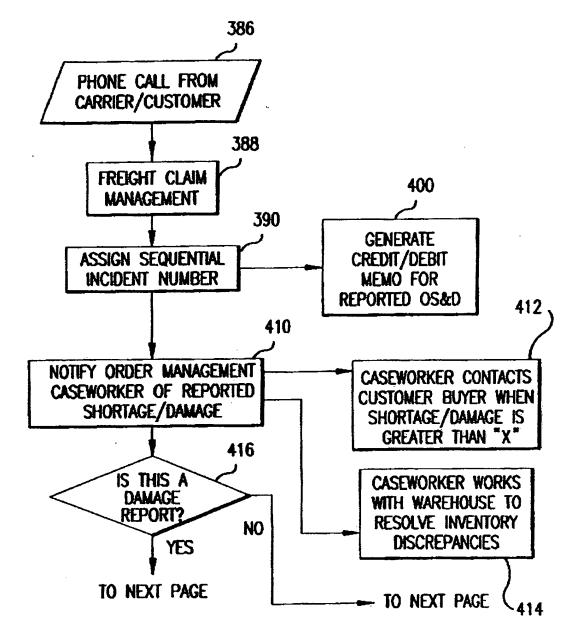
...

Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 17 of 42



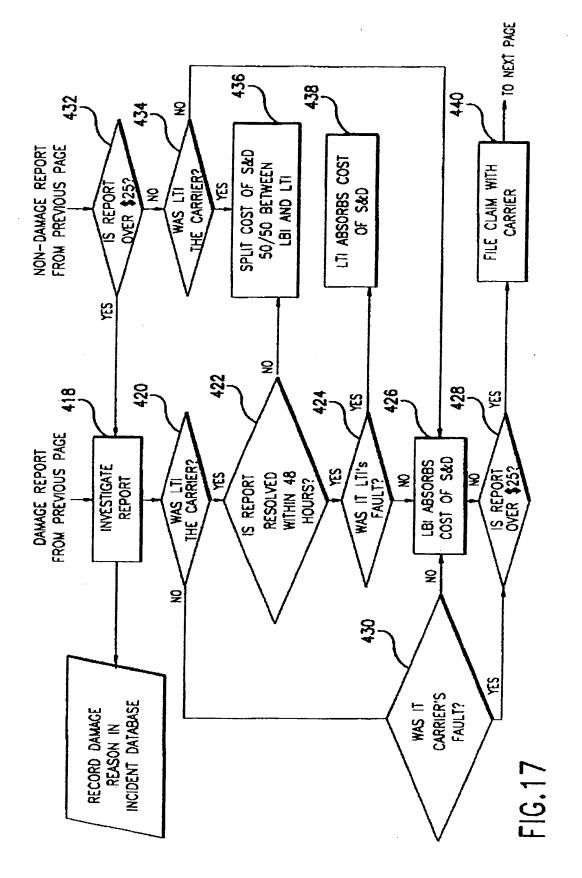


Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 18 of 42



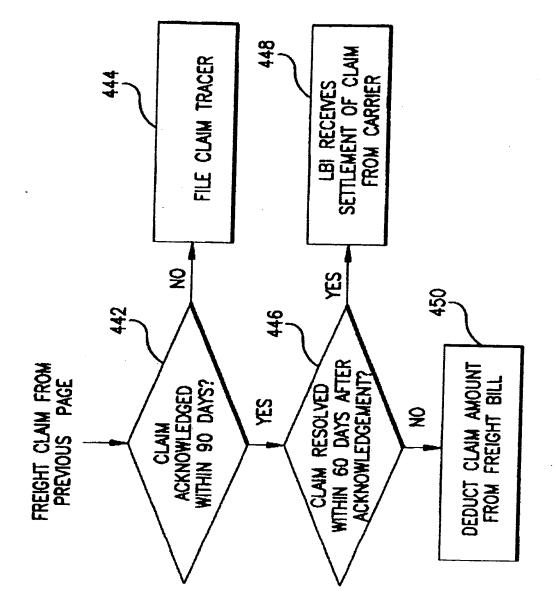


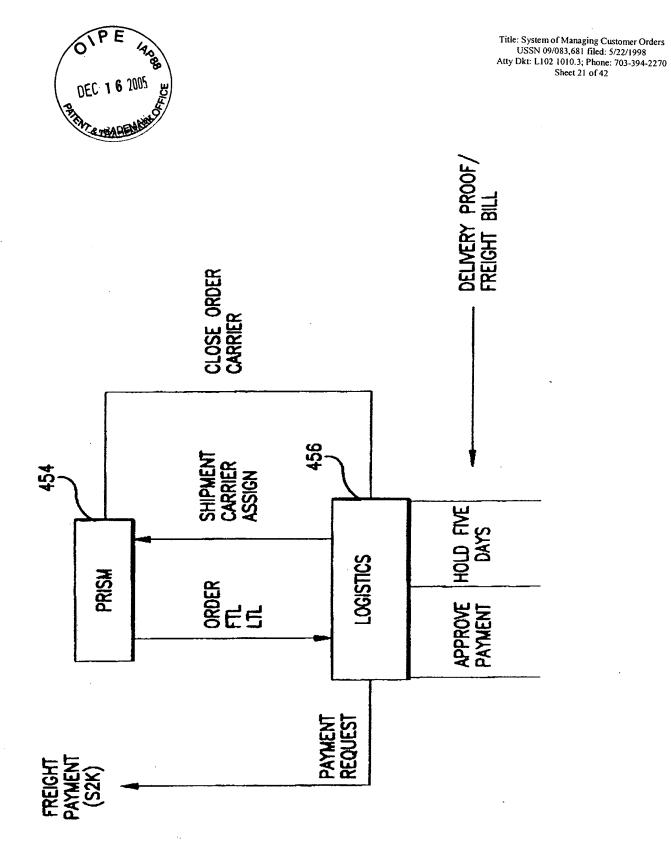
Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 19 of 42





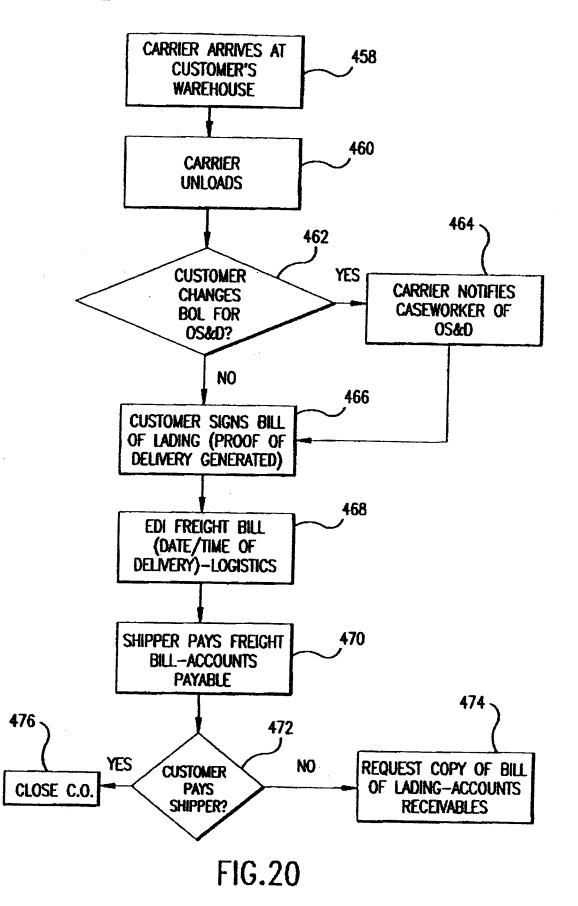
Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 20 of 42





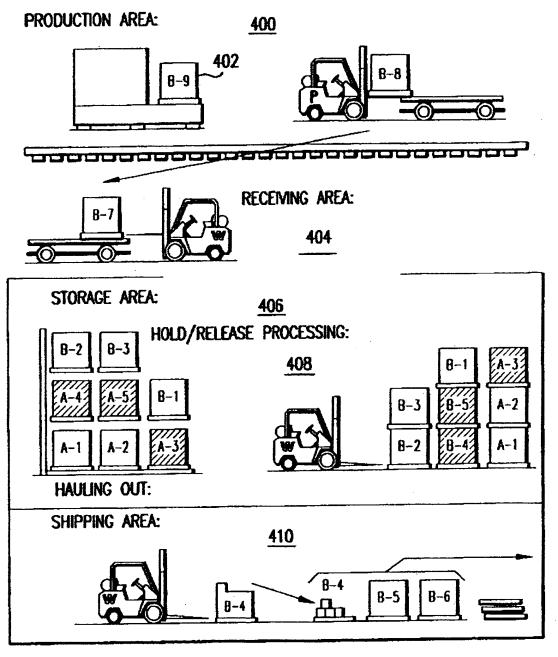


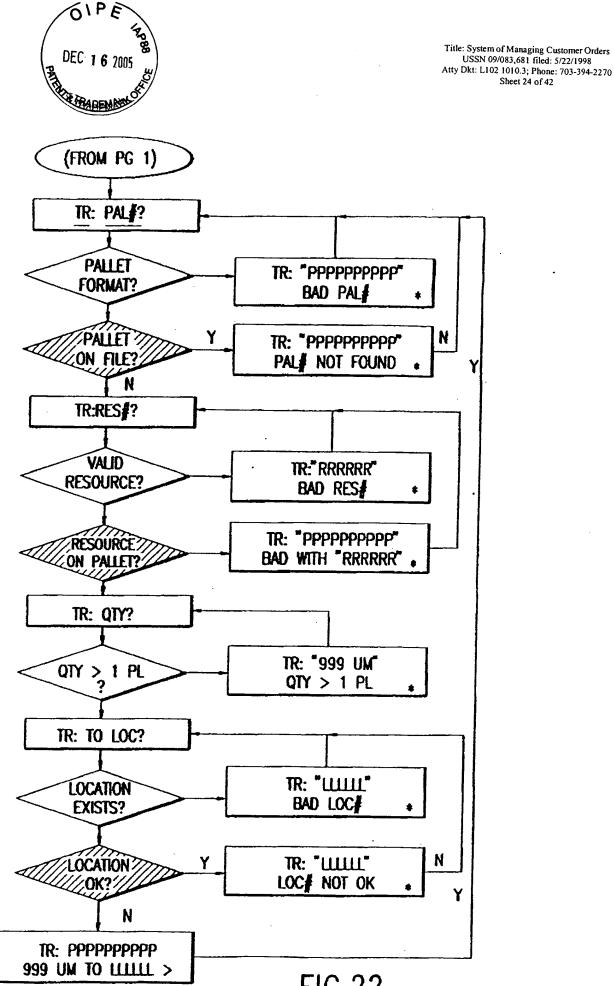
Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 22 of 42





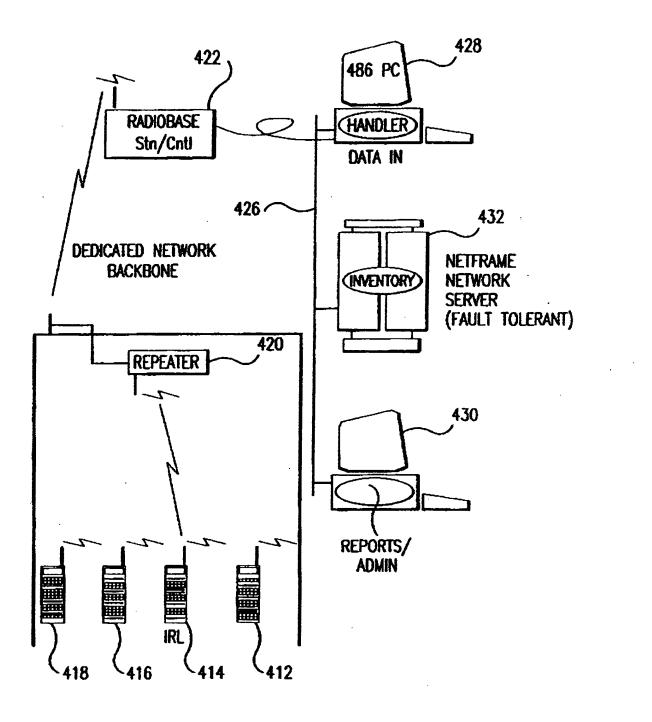
Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 23 of 42





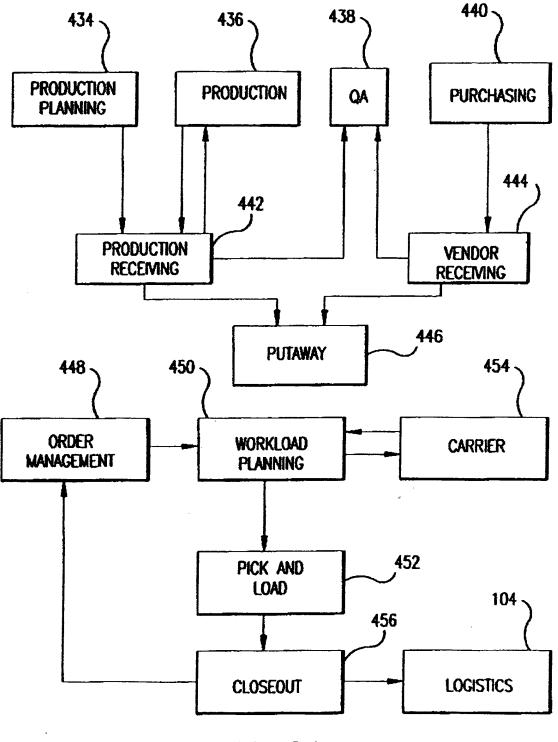


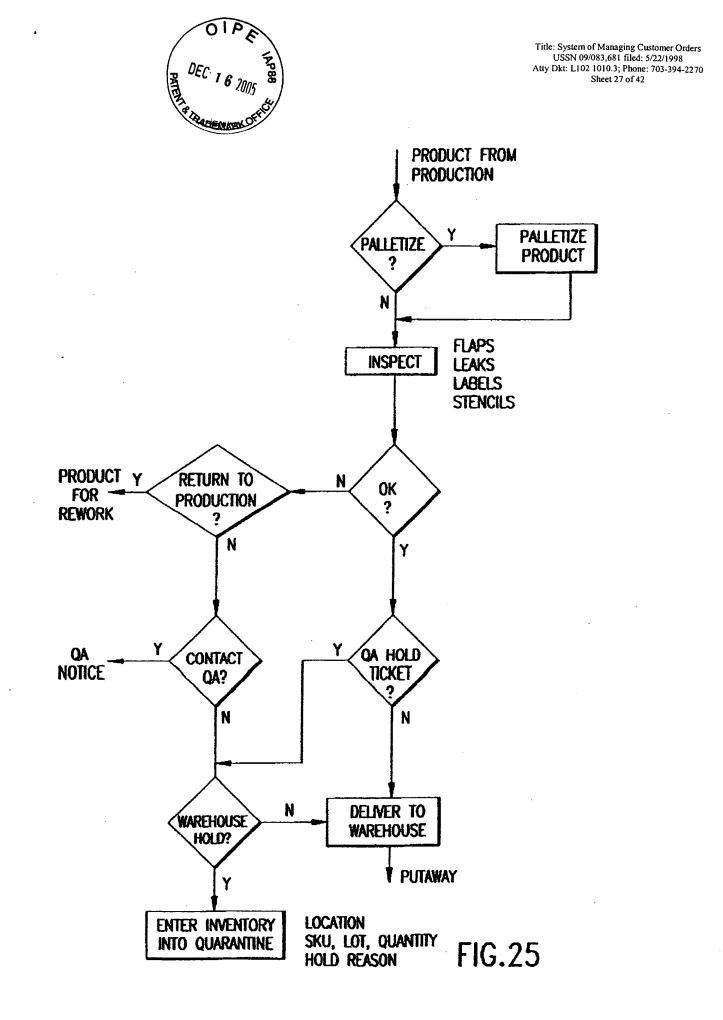
Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 25 of 42





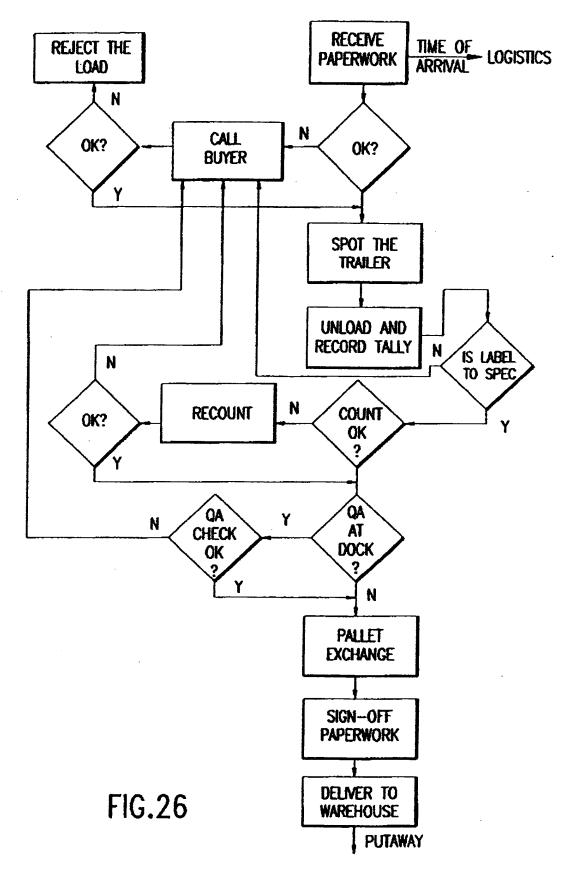
Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 26 of 42





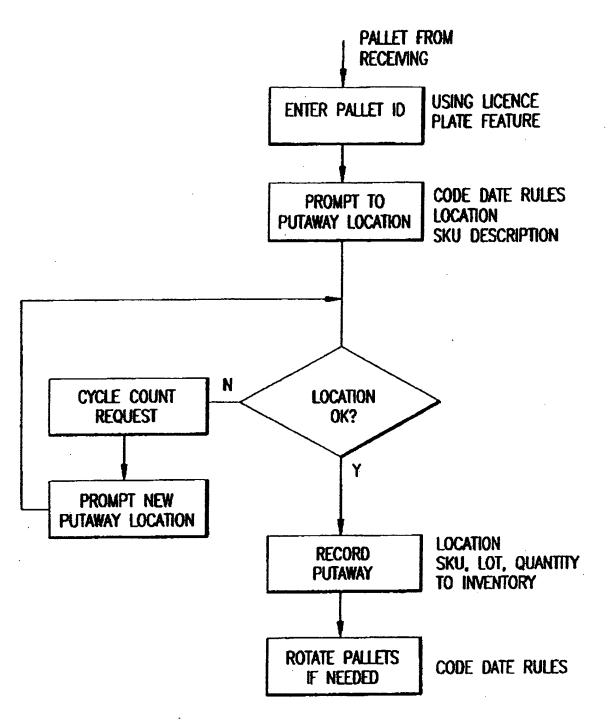


Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 28 of 42





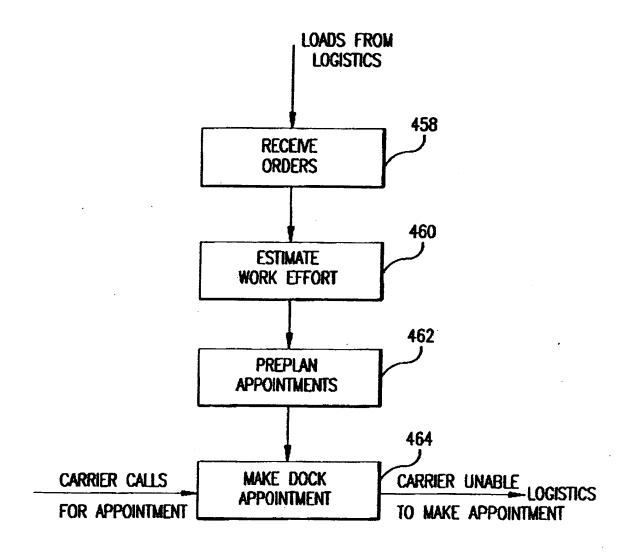
Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 29 of 42





Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 30 of 42

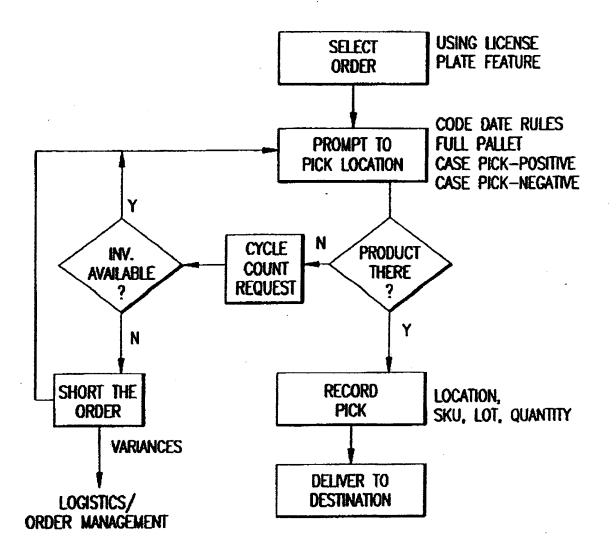
WORKLOAD PLANNING

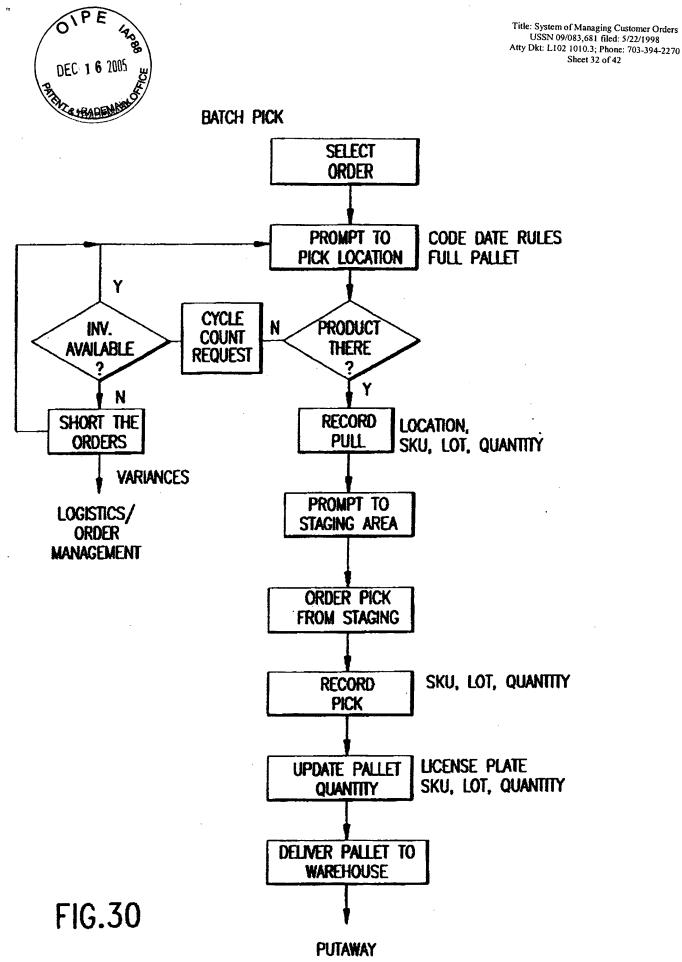




Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 31 of 42

ORDER PICK







р **э**

Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 33 of 42

ORDER LOAD AND CLOSEOUT

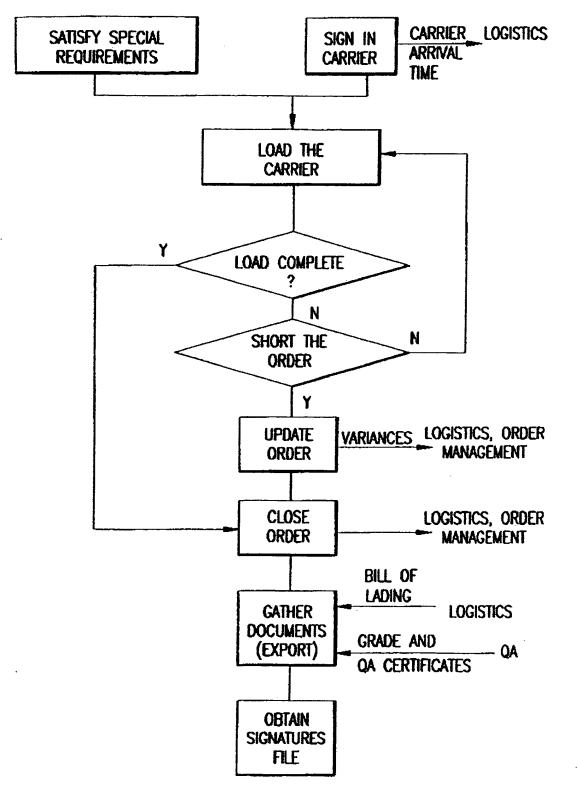
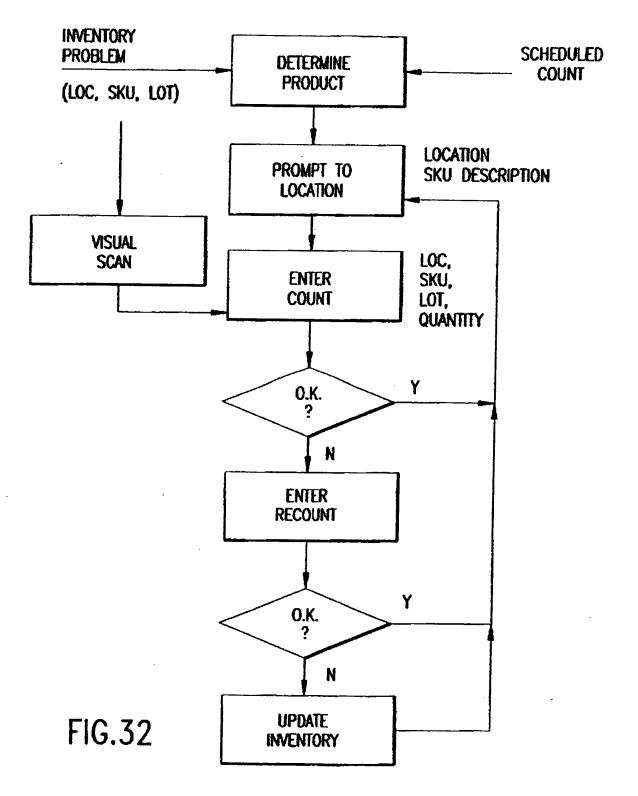


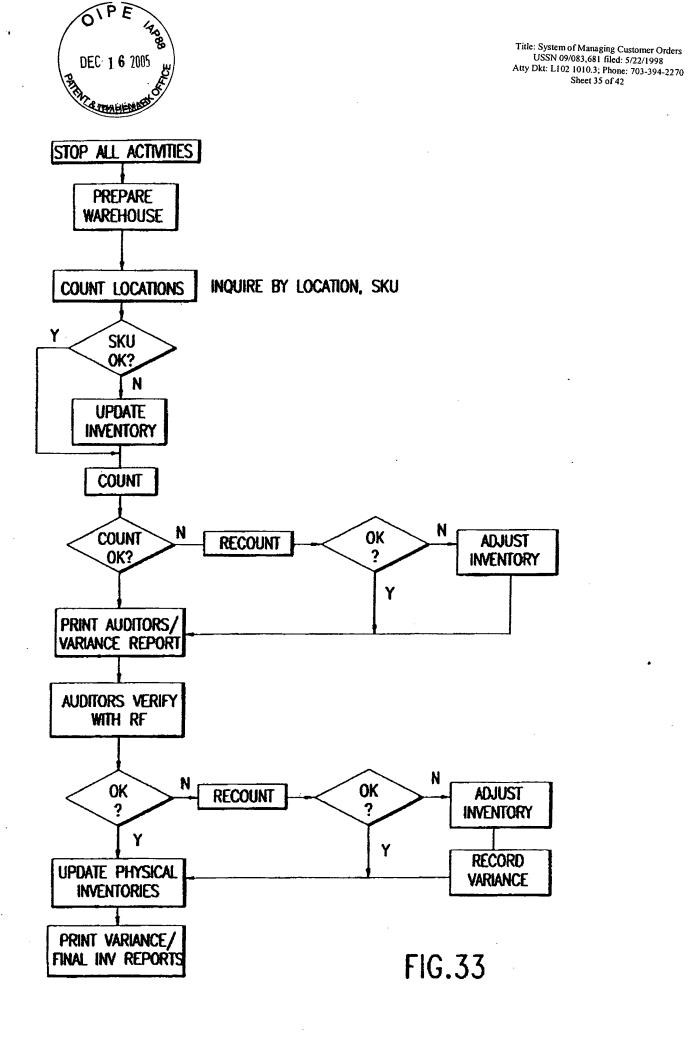
FIG.31

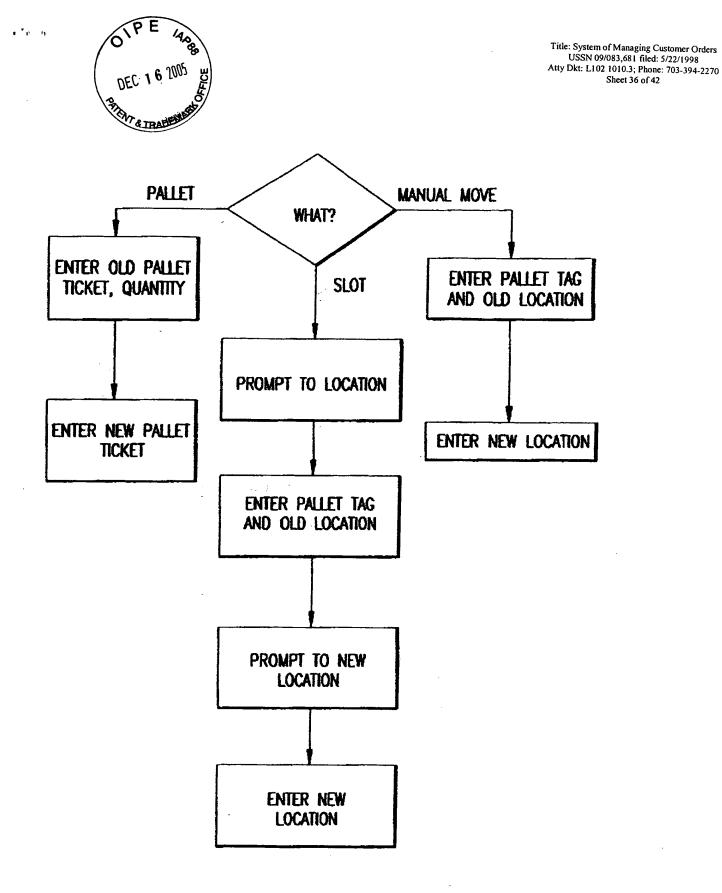


Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 34 of 42

CYCLE COUNT







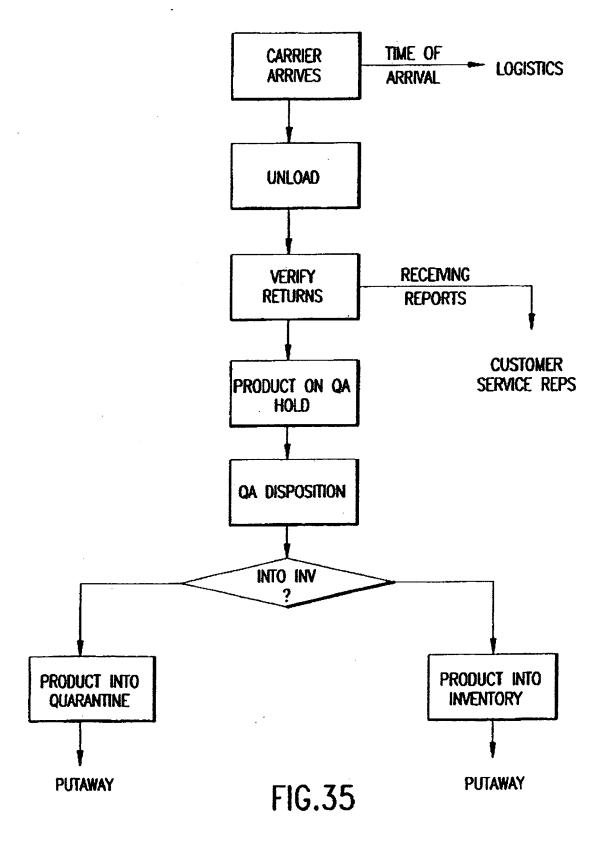




(3)×

Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 37 of 42

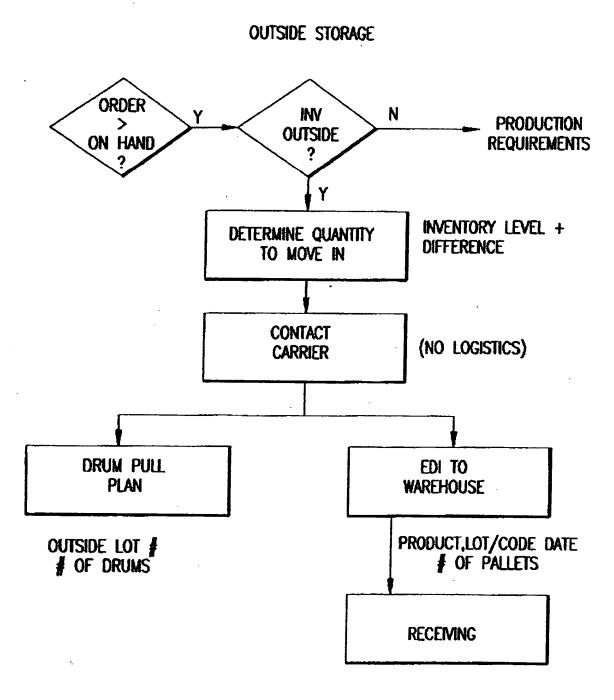
RETURNS

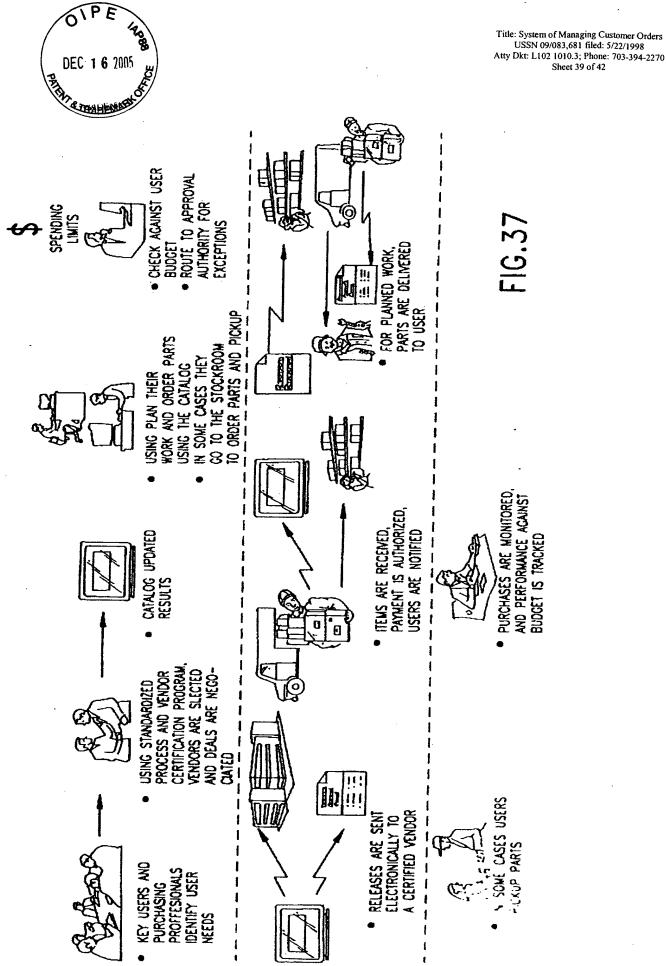




-10⁵ - 2

Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 38 of 42

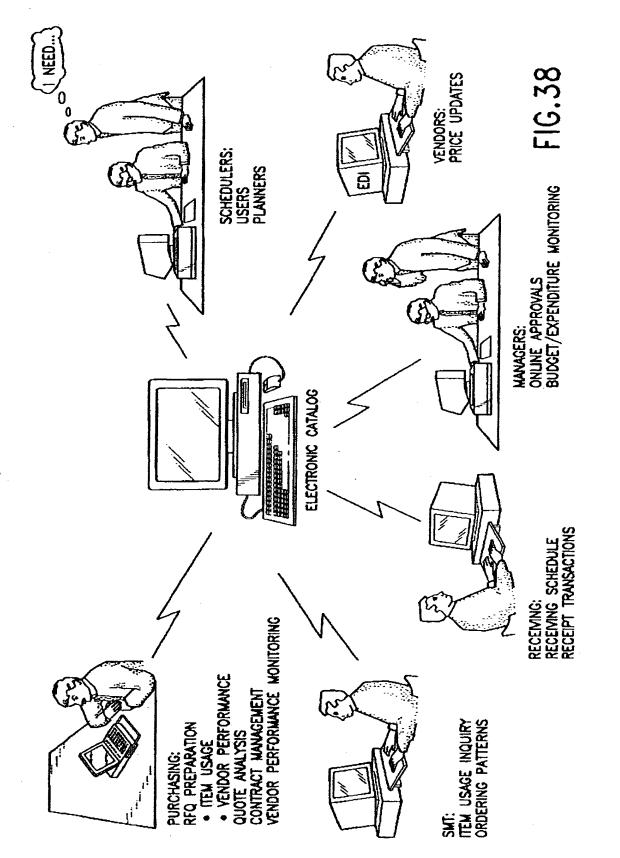




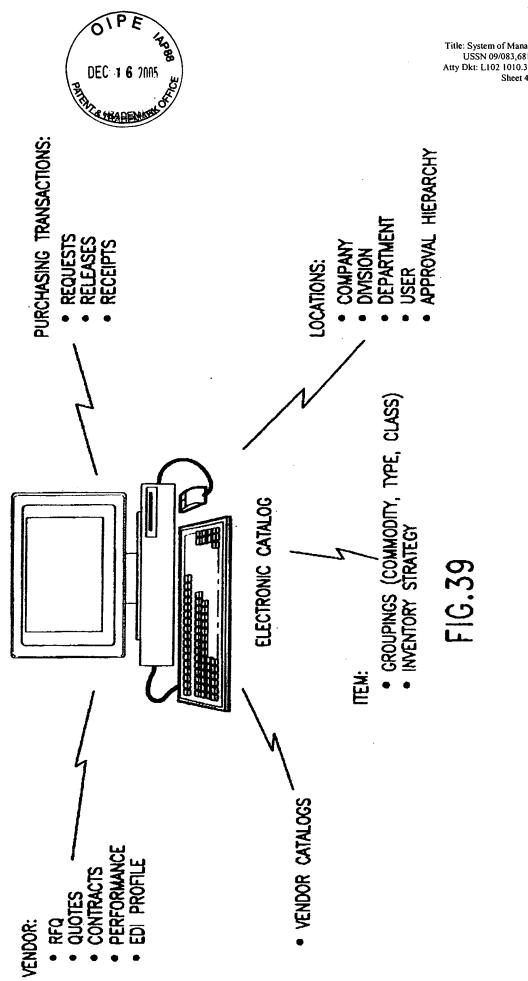
an an n th



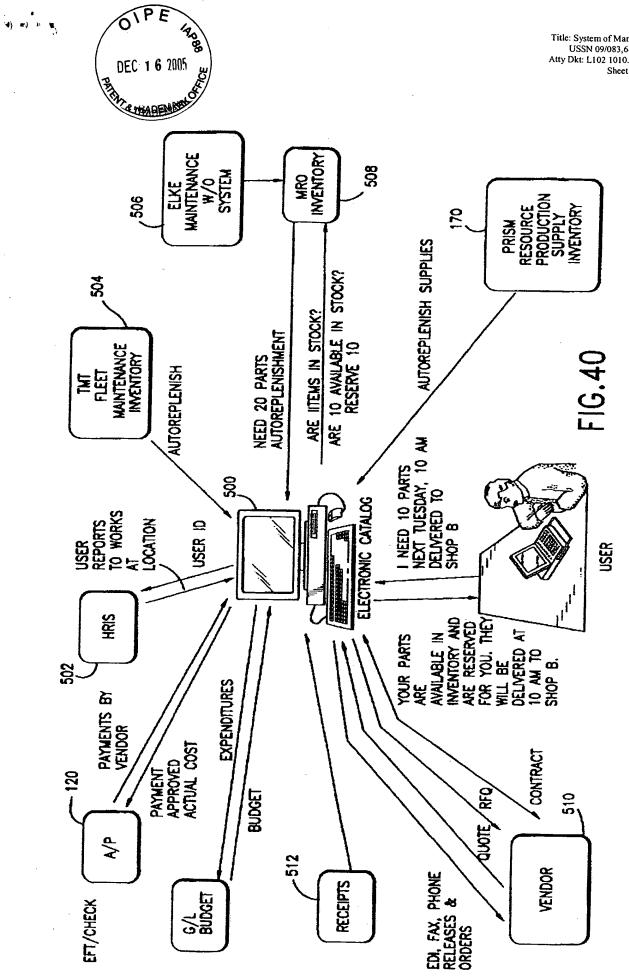
Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 40 of 42







Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 41 of 42



Ţ

Title: System of Managing Customer Orders USSN 09/083,681 filed: 5/22/1998 Atty Dkt: L102 1010.3; Phone: 703-394-2270 Sheet 42 of 42